

STANDARD OPERATING PROCEDURE (SOP)
FOR THE
SURFACE DEPLOYMENT AND DISTRIBUTION COMMAND (SDDC)
Transportation Financial Management System-MTMC (TFMS-M)



TFMS-M Service Request Procedures
VERSION 2.0

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TFMS-M SERVICE REQUEST PROCEDURES

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OTHER REQUESTS FOR THIS DOCUMENT MUST BE REFERRED TO: TFMS-M.

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TFMS-M Service Request (TSR) Procedures

1. Purpose. Provide a standardized process for submitting and processing TSRs for the TFMS-M system. This procedure is relevant to the TFMS-M Change Management System as referenced in the TFMS-M Configuration Management Plan (CMP).

2. Applicability. This SOP applies to all TSRs submitted by G8, DFAS, G6, and Contractor personnel.

3. Procedures.

3.1 Incoming TSRs – G8 Actions

- a. TFMS-M users will send a completed TSR form, see Attachment 1, and **located on the SDDC Transportation Financial Management System Home Page, titled TFMS Service Request Form**, to the TFMSSPT (SDDC-SAFB-TFMSSPT) group mailbox (sddc.safb.tfmsspt@us.army.mil) ONLY – and will not include other addressees. The “Subject:” line of the email message should begin with **“TSR – (Brief Title of the Problem), (POC Name).”**
- b. The G8 Functional System Administrators will monitor the TFMSSPT group Inbox for new TSR emails throughout the day during normal duty hours.
- c. The G8 Functional System Administrators will review all new TSR emails in the TFMSSPT group Inbox and place the TSR email in the *TSRs – G8 Working subfolder within the TFMSSPT group mailbox*.
- d. Internally, G8 will decide if the submitted TSR is valid and requires contractor support. If contractor support is required, G8 will:
 1. Assign a *TSR number* to the TSR Form in the following format: **TSRYYYYMMDD_##** (## indicates number of TSRs released on that day)
 2. Assign an *Urgency Classification* based on the information contained in paragraph E below.
 3. Insure that sufficient detail is provided in the *Description of Tasks Performed*, List each TFMS-M functional or technical step performed before the error, Problem Description, and Comments sections of the TSR form so that Contractor Personnel can work the reported problem.
 4. Log the TSR in the G8/G6 TSR Tracking Sheet.
 5. Place the TSR in the “Pending” directory located in SharePoint.
 6. Present the completed TSR at the Bi-Weekly Configuration Control Board for approval by the G8 Functional Manager and or G8 AMSSD-RMM-MA and submission to Contractor Site Lead.

Note: G8 will immediately notify the Contractor Site Lead if a TSR has critical mission impact implications, advising the current TSR is critical (Urgent) and waiting assignment. If the Contractor Site Lead is unavailable, notify the G6 TFMS-M Project Manager.

- e. **TSR Urgency Classifications:** There are four classifications that define Urgency. Each is defined below and should be used by checking the appropriate box on the TFMS-M Service Request Form.
1. **URGENT** – TSRs are marked “Urgent” when a critical mission essential function is disabled. The TSR must be worked immediately and before other assigned TSRs. Resolution will be achieved in the shortest amount of time possible and may require the team to work additional hours to develop and implement a solution.
 2. **HIGH** – TSRs are marked “High” when a mission essential function is disabled and no workaround exist. These should be worked as soon as possible to develop and implement a solution.
 3. **MEDIUM** – TSRs are marked “Medium” when a mission essential function is degraded, but a possible workaround exists. These should be worked when no other higher priority TSRs are present or as resources are made available.
 4. **LOW** – TSRs are marked “Low” when the issue causes operator inconvenience, but does not affect a mission essential function. These will be worked as time and resources permit.

3.2 Incoming TSRs – TFMS-M Support Team Actions

Upon notification that a TSR has been approved/presented to the TFMS-M Support Team, the Contractor Site Lead or designated representative will:

- a. Update the TSR tracking sheet with “Date Received.”
- b. Complete the “TFMS-M CCB Approval Number” field on the TSR form.
- c. Assign the TSR to a member of the TFMS-M Support Team: *Email the Harris Team member the TSR document number and provide any attached documents.* In addition update the TSR tracking sheet with the “Harris Group POC” (person assigned to do the work).
- d. Move the TSR from the Pending directory under the TFMS-M SharePoint Restricted Documents area to the Open directory.
- e. During the development phase, the assignee will record their work history in the *TFMS-M TSR Work History Form* as indicated in the *TFMS-M Work History & Production Release Standard Operating Procedure*.
- f. When development and functional testing are completed and the TSR is ready for release to the production environment complete the PRF as indicated in the *TFMS-M Work History & Production Release Standard Operating Procedure*. If no PRF is required, check the “No Production Release Form Required” checkbox.
- g. Provide a weekly status update for each “assigned” TSR. Updates are based off each team members Weekly Status Report. This information will be included in the Status (HITS) column of the TSR Tracking Sheet and briefed to G8/G6 during scheduled TFMS-M Configuration Control Board (CCB) meetings.

4. Responsibilities.

All TFMS-M users are required to follow the guidance specified herein when submitting TSRs specific to the TFMS-M system.

THOMAS OGLE
TFMS-M Technical Program Manager

Attachment: Sample TSR Form

OPR: G6-IMA-TSS (Thomas Ogle)

Distribution:
G8, DFAS, TFMS-M Technical Team

Attachment
TFMS-M Service Request



TFMS-M Service Request Form

Date:

TFMS-M CCB Approval Number : _____ - _____ TSR Number: _____

TSR Urgency Classification: Urgent High Medium Low

Closed Date:

Issue Originator: _____ Assigned to: _____

TFMS-M Environment: _____

Title of Task Performed: _____

TFMS-M Module: _____

Description of Task Performed:

List each TFMS-M functional or technical step performed before the error:

Problem Description:

When did you first encounter the problem: Date: Time:

Can you reproduce the problem? Yes No

Comments:

Please Include Screen Shots of the Problem and/or Error Message.

Attachments:

No Production Release Form Required